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| **Shyam Sundar SD** | | |
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**IT Service Delivery | Server/Virtualisation/Cloud**

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**Cloud**

**Support**

**IT Service Operations**

**ITIL**

**Standards**

**Team Training & Development**

**Triaging/**

**Problem Solving**

**Synopsis**

* A result focused and a vibrant professional with an overall experience of 4 years of experience in Information Technology covering areas of Application Development, IT Service Delivery (Server/VMWare/Cloud) and DevOps
* Leading Incident Management/Change Management functions, acting as a focal point of managing high volume, server related tickets, applying root cause analyses to understand the crux of the problem and providing timely solution
* Demonstrated success in delivering Service Delivery standards meeting the SLAs, OLAs and the performance objectives
* Strong blend of management skills and technical expertise demonstrated by superior planning, decision-making, negotiation, leadership, and problem-solving skills
* Career Accomplishments include
* Maintained adherence to the ITIL® Standards and have closed escalations with 98% success rates
* Awarded Best Newcomer and the Best performer in the project several times. Appreciated and awarded for contributions made to the Service Improvement Plans in CTS
* Utilized knowledge in PowerShell Scripting and Power CLI scripting to automate several repetitive tasks
* Developed POC for Cloud Solutions based on Azure
* Completed CCP assessments Level 0: ITIS Yellow Belt and ITIL v3.0
* Enables the awareness and adoption of contemporary digital technologies including DevOps and Cloud (Azure) – Completed Oracle Java Certification, e-Certification for Azure Administration and DevOps Engineering

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| **Technical Skills** | * Windows * VMware vSphere * Azure & Azure CLI * SCCM * PowerShell * Power CLI * Cisco UCS * Horizon View * vSphere Site recovery & Replication | * vRealize Operations * HP OneView * VMware Workspace One * Git & Github * Jenkins * Docker * Kubernetes * Python |

**Career Progression**

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|  | **Cognizant Technology Solutions** Programmer Analyst | July 2017 – Present |

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| **Technical Highlights**   * Serving as a Senior Systems Engineer leading Service Delivery in areas of Windows, VMware, Azure and SCCM * Hands-on experience in installation, management and troubleshooting Windows Server and Client OS in multiple platforms VMware vSphere, Horizon View, VMware Workspace One, Azure, SCCM, UCS console and SCOM * Involved in migrating Windows Server 2008 R2 to 2012 R2 * Windows Servers (physical and virtual) management through ILO (HP/IBM/Lenovo) or vCenter * Coordinated with OEs including HPE, DXC and IBM for physical and Private Cloud server issues * VMWare Administration activities including: * VMware Horizon View Administration including VDI Pool provision/recompose/refresh using cloning methods * Creation/Removal of snapshots for the servers and baselines for Horizon view VDI support * Provision/De-Provision of Full/Linked/Instant Cloned VDI pools and expanding the size of the pool * Supported ~5000 users on day to day VDI Connectivity issues * Azure Administration * Provisioning VMs, managing and troubleshoot issues * Performed patching, and set monitoring alerts and metrics * Handled storage, backups and log analytics. * Provided complete support on Access management * Handled migrating on premise VM to Azure cloud * SCCM: * Monthly OS patch deployment on all servers through SCCM * Applied knowledge of SCCM Hierarchy and Discovery Methods to perform tasks * Have knowledge to create an OS image from Task sequence media and implement it in Cisco UCS.   **ITIL – Service Delivery:**   * Closely coordinated with the application teams to ensure business functionality and meet SLAs * Provided first service response to the tickets and ensured that the response time SLA of 98% is met for all the tickets – file system space issues, performance-related issues, hardware, and software related errors * For high priority issues – worked to get all relevant stakeholders onto a common telecom bridge and moderated the activities necessary to fix the issue * Maintained adherence with compliance and risk requirements - security, privacy, SOX, and HIPAA * Governed priority incidents, including stakeholder communication, facilitating root cause analysis and timely resolution * Evaluated and reviewed service performance provided by the OEs and suggested improvements * Assessed the operational health to identify trends and made recommendations to avoid adverse impact on SLA's * Collaborated with teams to implement BCP (Business Continuity Planning) & DR (Disaster Recovery Plan) * Created incident related performance analysis and report for review by IT management   **Selected Automation Initiatives**   * Automated hardware upgrading for single and multiple VM's * Created multiple scripts in PowerShell\PowerCLI to perform for Windows\vSphere administrative task. * Automated to restart the VDI's if it turns into an agent reachable state * Sending user notification under VDI drive maintenance in the event of .ost files consumes more space * Created a POC and implemented Azure Patch management and Storage explorer * Created automated VMware tools upgrade at each power cycle * Created a script for scheduling snapshot for single and multiple VM's remotely. * Created a PowerShell script to access the VM console remotely from the Service desk * Created script to obtain inactive client device in SCCM and performed installation using CM commands * Created a centralized storage repository using Azure Blog storage. |

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|  | **Hypogene Technologies**  Software Engineer | Feb 2016 – May 2017 |

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| **Highlights**   * Worked closely with the project manager, product architect, delivery teams, and development team to achieve the highest possible level of product quality * Participated in architectural discussions and designing exercises as a part of the software development life cycle * Facilitated requirement gathering sessions with stakeholders to conclude the application features * Conducted a series of testing rituals including UAT (User Acceptance Test), Cross Browser Compatibility Test and UI/UX Testing to validate the application functionality |

**Qualifications**

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| **Academics** | * Bachelor of Engineering in Electronics and Communication at Prathyusha Institute of Technology, 2015 * Diploma in Electronics and Communication at SA Polytechnic College |

**References Available on Request**